IP Office

2420 User Guide

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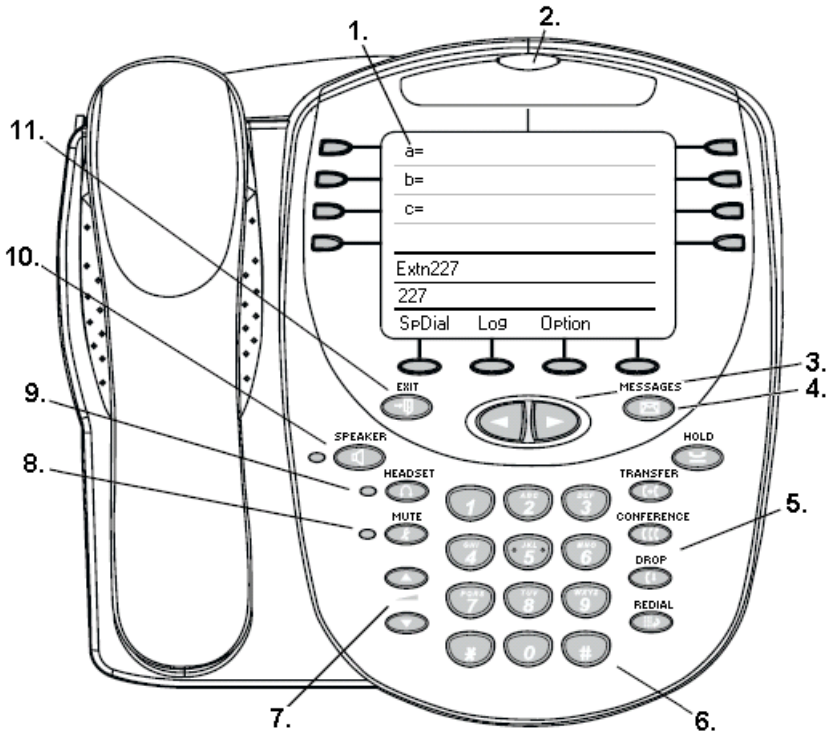
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The 2420 Telephone

Overview of the 2420

This guide covers the use of the Avaya 2420 telephone on Avaya IP Office telephone systems. The diagram below shows the main 2420 telephone features.



1. **Display & Feature buttons:** Shows key function names and call information.
2. **Message lamp** - Lit when the user has voicemail messages. Can also be set to flash when the phone is ringing.
3. **Previous/Next Page** - Move through the different pages of the call handling, speed dials and call log screens. Also used to move the cursor during data entry.
4. **Messages:** Access the user's mailbox.
5. **Call Handling Buttons:** See "Basic Call Handling Features" on page 5.
 - **Hold:** Place call on hold, retrieve held call.
 - **Transfer:** Transfer call.
 - **Conference:** Conference held calls.
 - **Drop:** Drop call.
 - **Redial:** Redial last number dialed.
6. **Dialpad:** Standard 12-button pad for dialing telephone numbers.
7. **Volume Controls:** Adjust the speaker, handset, headset, or ringer volume depending on which is currently in use.
8. **Speaker:** Access the speakerphone. The light associated with this button turns on when the speakerphone is active.
9. **Mute:** Turns the microphone on/off. When in use, the associated light is on and the caller cannot hear you.
10. **Headset:** Switches from handset to headset. The light associated with this button turns on when the headset is active.
11. **Exit:** Returns you to the main call handling screen.

Call Appearance Keys

Normally, the first page of the main call handling screen contains three keys set as 'call appearance' keys. These are indicated as **a=**, **b=** and **c=**.

- Note: The number of call appearance keys can be varied and the descriptive text shown next to the key when idle can be changed. See "Display Keys" on page **20**.

Having more than one call appearance key is useful. When holding a call you can answer another call and then use the call appearance keys to switch between calls.

If you are set to receive call waiting indication, the waiting call is shown against the next call appearance key. Again you can switch between calls using the call appearance keys.

- **Incoming Call:**
 A symbol next to a call appearance key indicates an incoming call.
 - Pressing the adjacent key answers the call and puts any other current call on hold.

- **Connected:**
 A symbol next to a call appearance key indicates that it is the currently connected call. The caller's telephone number (if available) is also shown.
 - Pressing the adjacent key puts the call on hold. An **H** is also shown on the display.

- **On Hold:**
 A symbol next to a call appearance key indicate a call on hold.
 - Pressing the adjacent key takes the call off hold and puts any other current call on hold.

Basic Call Handling Features

Answer a Call

When a call arrives at your 2420 telephone, you hear a ringing tone and a blinking bell icon appears on the associated call appearance.

To answer an incoming call

Do one of the following:

- If you are not active on another call, answer the call using your handset, headset, or speakerphone (see "Speakerphone" on page 7).
- If you are active on a call already, place the active call on hold ("Hold" on page 6), and then answer the incoming call.
- If the call appearance for the ringing call is not displayed on the current screen page, use  to return to the first page of the Home screen. When you locate the call appearance for the ringing call, press the corresponding call appearance button.

Make a Call

You can make calls from the 2420 telephone using a variety of methods.

To make a call manually

1. Go off hook using the handset, headset, or speaker.
2. When you hear dial tone, enter the extension or telephone number using the dialpad. If you are calling an external number, be sure to include the required code (for example, “9”) to access an outside line.

To have the 2420 telephone make a call automatically

Do any of the following:

- Press to have the 2420 telephone dial the last number that you dialed.
- Access the Call Log and initiate a call to a specific entry. See "Using the Call Log" on page 13.
- Access the Speed Dial List in your personal directory and initiate a call to a specific entry. See "Speed Dials" on page 9.

Speed Dial

The Speed Dial feature allows you to have the 2420 telephone automatically dial calls to telephone numbers stored in your personal directory. See "Speed Dials" on page 9

To make a call to a personal directory entry using the Speed Dial feature

1. From the Home screen, press the **SpDial** softkey. The **Speed Dial** screen is displayed.
2. Press the button next to the entry you want to call.
3. If the entry you want is not displayed, use and to cycle through the entries.
4. The 2420 telephone dials the number for you.

Hold

The Hold feature puts a call on hold until you can return to it.

To put a call on hold

1. Press .

To return to the held call

1. Press the call appearance button of the held call.

Redial

The Redial (or Last Number Dialed) feature automatically redials the last extension or outside number (up to 24 digits) you dialed.

To redial the last number that you dialed

1. Press .

Speakerphone

The two-way built-in speakerphone allows you to make and answer calls without lifting your handset. Keep in mind that two-way speakerphones may not operate satisfactorily in every environment (such as in very noisy locations).

To make or answer a call without lifting the handset, or to use the speakerphone with any feature

1. Press .
2. Make or answer the call, or access the selected feature.
3. Adjust speakerphone volume if necessary.
 - To change the volume use the  and  buttons. The display shows the volume level. (There are eight volume levels.)

To change from the speakerphone to the handset

1. Pick up the handset and talk.

To change from the handset to the speakerphone

1. Press .
2. Hang up the handset.

To end a speakerphone call

1. Press  again.

Transfer

The Transfer feature allows you to transfer a call from your telephone to another extension or outside number.

To transfer the current call to another extension

1. While on a call, press .
2. When you hear dial tone, dial the number to which the call is to be transferred.
3. Do one of the following:
 - To transfer the call without announcing it, press  again and hang up. The transfer is complete.
 - To announce the call before transferring it, wait for the called party to answer. Go to Step 4.
4. When the called party answers, announce the call.
 - If the line is busy or if there is no answer, press . Then, you can return to the held call by pressing its call appearance button.)
5. Press again and hang up to complete the transfer. The “Transfer Completed” message is displayed.

Conference

The Conference feature allows you to conference up to six parties (including yourself) on a call.

To add another party to a call

1. Press .
2. When you hear dial tone, dial the number of the person you want to add to the call.
3. Wait for an answer.
4. To add the person to the call, press again.
 - If the called party does not answer or does not want to join the conference, press . Then, you can return to the held call by pressing its call appearance button.
5. Repeat Steps 1 through 4 for additional conference connections.

To add a held call to an active call

1. Press .
2. When you hear dial tone, press the call appearance button corresponding to the held call.
3. Press again .

Message

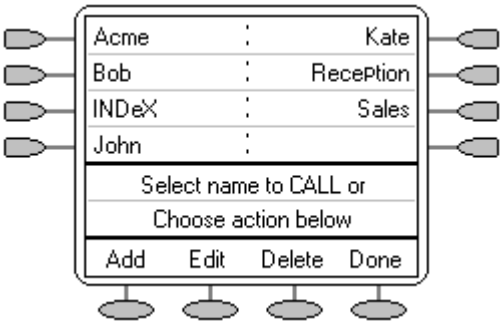
Your Message lamp turns on when a caller has left a message for you.

Press the button to retrieve your messages, and follow the prompts.

Speed Dials

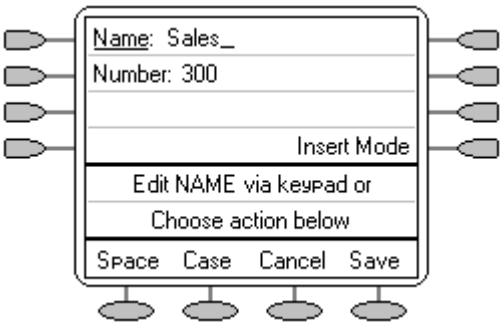
Overview of Speed Dials

The 2420 can store up to 104 personal speed dials. The list of these speed dials is accessed by pressing **SpDial**.



- The list is sorted alphabetically.
- Press and to move between pages.
- Press the appropriate letter key to move direct to the first page with a matching name.
- Press the or next to an entry to call the associated number.
- Use the key options to perform other actions.

Pressing **Add** or **Edit** gives access to the details of a particular speed dial.



Using Speed Dials

Dialing a Speed Dial Number

You can use the speed dial directory to make a call with the handset on hook or off hook.

1. Press **SpDial**. If **SpDial** is not shown, press to exit the current screen.
2. Press and to display different pages of speed dials. Press the matching letter key to go straight to the first page with a matching entry.
3. When the required entry is displayed, press the adjacent or key.

Deleting a Speed Dial

1. Press **SpDial**. If **SpDial** is not shown, press to exit the current screen.
2. Press **Delete**.
3. Select the speed dial entry you want to delete.
 - Press and to display different pages of speed dials. Press the matching letter key to go straight to the first page with a matching entry.
4. When the required entry is displayed, press the adjacent or key. A request for confirmation will appear.
5. Press **Yes** to delete the entry or **Cancel** to exit without deleting.
6. Select another entry to delete or press **Done** to return to the speed dial list.

Editing a Speed Dial

1. Press **SpDial**. If **SpDial** is not shown, press to exit the current screen.
2. Press **Edit**.
3. Select the speed dial entry you want to edit.
 - Press and to display different pages of speed dials. Press the matching letter key to go straight to the first page with a matching entry.
4. When the required entry is displayed, press the adjacent or key.
5. Edit the speed dial using the same methods as for adding a new speed dial. See "Adding a New Speed Dial" on page 11.
6. After saving or canceling any changes you will be returned to the speed dial selection list. Select another speed dial to edit or press **Done** to return to the speed dial list.

Converting a Call Log Entry to a Speed Dial

See "Saving a Call Log Entry to Your Speed Dial List" on page 13.

Adding a New Speed Dial

1. Press **SpDial**. If **SpDial** is not shown, press to exit the current screen.
2. Press **Add**.
 - If a message stating that the speed dial list is full appears, you must first delete an existing entry before adding any new entry. See "Dialing a Speed Dial Number" on page 10.
3. The speed dial editing menu appears with Name underlined and a cursor following it.
 - You can switch between Name and Number entry by pressing the key next to the item you want to edit. The options also change accordingly.
4. With **Name** selected, begin entering text using the telephone keypad. Each key is marked with the letters and number it provides. You may have to press the key more than once depending on the character you require.
 - For example, the key **2** is also marked as **A**, **B** and **C**. To enter a C, press **2** until a C is displayed.
 - If the next character you want to enter is on the same key, press to move the cursor right and then enter the character.
 - By default the first letter is enter in upper-case and the phone then switches to lower-case entry mode. To change the case of the current character press **Case**.
 - To enter a space press **Space**.
 - To insert characters rather than replace characters, press the key next to Insert Mode. When Insert Mode is on, a ◂ appears next to it.
 - Use the and keys to move the cursor. In Insert Mode, the key moves the cursor left, otherwise it acts as a backspace key.
 - Pressing ***** enters * or . characters.
 - Pressing **#** enters # or – characters.
5. When the name is set as required, select Number.
6. Enter the number required using the dialing keypad. . For external numbers remember to enter any external dialing prefix required.
 - To enter a hyphen, press **Hyphen**. This does not affect the number dialed but may help make numbers more readable.
 - To enter a 1.5 second pause, press **Pause**. This will appear as a , (comma) character in the telephone number.
7. Do one of the following:
 - To save the speed dial and return to the speed dial list, press **Save**.
 - To return to the speed dial list without saving the changes press **Cancel**.
 - To return to the call handling screen without saving the changes press .

Using the Call Log

Overview of the Call Log

The 2420 maintains a call log, accessed by pressing **Log**.

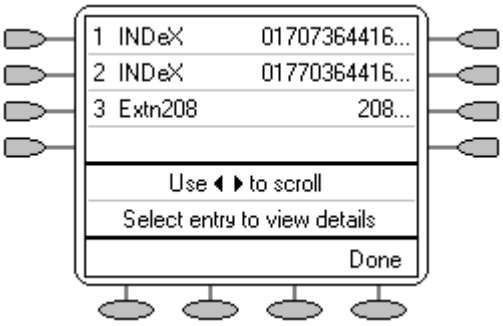
This log can store up to 100 entries. These can be incoming answered calls, incoming unanswered calls and outgoing calls.

You can select which types of calls are included in the log. You can also use call log entries to make return calls or convert the entry into a speed dial for future use.

- **WARNING**: Calls made using dialing such as pin codes and other information will appear in the call log. Either logging of outgoing calls should be switched off or those call logs removed manually.

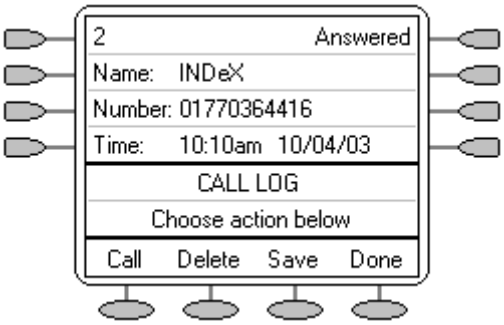
- **Note:** Outgoing calls made using methods other than through the dial pad are not logged.

The details shown are:



- Logged calls are shown with the most recent first.
- The name of the called or calling party is shown if available.
- The number of the called or calling party is shown.
- Press and to display further pages of entries.

Pressing the or key next to a log entry display further details of that particular call.



- The type of log entry, ie. **Answered**, **Un-answered** or **Outgoing**.
- The name of the called or calling party is shown if available.
- The number of the called or calling party is shown.
- The date and time of the call.
- Press and to display the previous or next logged call.
- The keys provide a number of actions.

Using the Call Log

Note: Whilst in the call log you cannot make calls. You can still receive calls and handle them using the dialpad key functions.

Viewing the Call Log

1. Press **Log**. If **Log** is not shown press to exit the current screen.
2. Press and to display different pages of log entries.
 - To exit the call log and return to the previous screen press **Done**.
 - To exit the call log and return to the call handling screen press .
 - To view the details of a particular log entry, press the or key next to the entry.

Making Calls from the Call Log

1. Press **Log**. If **Log** is not shown press to exit the current screen.
2. Press and to display different pages of log entries.
3. When you locate the entry you want to call, press the or key next to the entry.
4. Press **Call** make the call.
 - If the number shown is external but doesn't include the external dialing prefix used by your telephone system, go off-hook, dial the prefix and then press **Call**.

Saving a Call Log Entry to Your Speed Dial List

1. Press **Log**. If **Log** is not shown press to exit the current screen.
2. Press and to display different pages of log entries.
3. When you locate the entry you want to call, press the or key next to the entry.
4. Press **Save**. The speed dial editing screen appears, pre-filled with the details from the call log entry. See "Adding a New Speed Dial" on page 11.

Deleting a Call Log Entry

1. Press **Log**. If **Log** is not shown press to exit the current screen.
2. Press and to display different pages of log entries.
3. When you locate the entry you want to call, press the or key next to the entry.
4. Press **Delete**. The entry is deleted from the Call Log and the details of the next call are shown.
5. Press Done to return to the main
 - To exit the logged call details and return to the main call log screen press **Done**.
 - To exit the call log and return to the call handling screen press .

Erasing All Logged Calls

Loss of power to the 2420 phone will cause all call log entries to be deleted.

The Erase All option also deletes all logged calls. Note however that this also deletes all speed dial entries and phone personalization options. See "Default Phone/Erase All Settings" on page 18.

Setting Which Calls are Logged

Note: If you change these settings, any call details already in the call log that no longer match the selection are deleted.

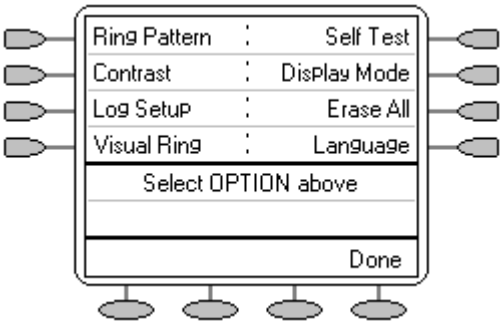
1. Press **Option**. If **Option** is not shown press to exit the current screen.
2. Press **Log Setup**. A menu showing the different call types and the current log setting for each appears.
3. To toggle a particular setting between **Yes** and **No**, press the key next to it.
 - Alternatively, press the key next to a call type to underline its current setting and then press **Yes/No** to change the value of the currently underlined setting.
4. Do one of the following: Note: If you press the Save softkey after changing the settings, any existing call log entries that do not match the call types selected are deleted from the call log.
 - To save the settings and return to the options menu, press **Save**. You will hear a confirmation tone.
 - To return to the options menu without saving any changes, press **Cancel**.
 - To return to the call handling screen without saving any changes, press .

2420 Options

Overview of 2420 Options

The options menus are accessed by pressing **Option**. These menus allow you to adjust a number of 2420 features.

- **Ring Pattern:**
 Set the ringing used by the 2420. See "Changing the Ring Pattern" on page 16.
- **Contrast:**
 Adjust the display contrast. See "Adjusting the Display Contrast" on page 16.
- **Log Setup:**
 Configure which calls appear in the call log. See "Setting Which Calls are Logged" on page 14.
- **Visual Ring:**
 Use the phones lamps to indicate ringing. See "Switch Visual Ring On/Off" on page 17.
- **Self Test:**
 Test the phone. See "Using Self Test" on page 17.
- **Display Mode:**
 Select the order in which functions are shown against display keys. See "Display Mode" on page 21.
- **Language:**
 Select the phone's display language. See "Language" on page 18.
- **Erase All:**
 Reset the telephone to its default settings. See "Default Phone/Erase All Settings" on page 18.
- **Handset AGC/Headset AGC:**
 Switch handset/headset automatic gain control on/off. See "Automatic Gain Control (AGC)" on page 19.



- To select an option, press the or next to it.
- The key actions change according to the current available actions.
- To exit and return to the normal call handling screen press .
- Whilst in the options menus, you can still make and receive calls using the telephone keypad controls.

Selecting Personalized Options

Changing the Ring Pattern

The Ring Pattern option allows you to choose a personalized ringing pattern for your telephone. You can choose from among eight different patterns. This alters the tone and style of ringing used by the phone, the number of rings will still vary according to the type of call.

- **Note:** If you receive a call while selecting a ring pattern, you are automatically returned to the call handling screen.

1. Press **Option**. If **Option** is not shown press to exit the current screen.
2. Press **Ring Pattern**. A menu with the current ring pattern appears.
3. To select a ringing pattern use either the and keys or press a dial pad key between **1** and **8**. You will hear the selected ringing pattern.
4. To hear the ringing pattern again press **Play** or repress the dial pad key.
 - When you have selected a ringing pattern, press **Save**. You will hear a confirmation tone and be returned to the options menu.
 - If you want to return to the options menu without changing the ring pattern, press **Cancel**.

Adjusting the Display Contrast

You can adjust the contrast level on the telephone display. You can choose from among fifteen levels of contrast.

1. Press **Option**. If **Option** is not shown press to exit the current screen.
2. Press **Contrast**. A menu with the current contrast setting appears.
3. Use the and keys to adjust the level of contrast.
4. When the contrast is set as required, either:
 - Return to the options menu by pressing **Done**.
 - Return to the call handling screen by pressing .

Call Log Setup

Through the **Option** menu you can specify which types of calls should be included in the 2420's call log. See "Setting Which Calls are Logged" on page 14.

Switch Visual Ring On/Off

With visual ringing on, the phones lamp flashes when the phone is ringing.

1. Press **Option**. If **Option** is not shown press to exit the current screen.
2. Press **Visual Ring**. A menu showing the current setting appears.
3. To change the current setting, either press the key next to the setting or press **Yes/No**.
4. Do one of the following:
 - To save the setting and return to the options menu, press **Save**. You will hear a confirmation tone.
 - To return to the options menu without saving any changes, press **Cancel**.
 - To return to the call handling screen without saving any changes, press .

Using Self Test

Self test can be used to display information about the phone and to check operation of the lamps and display. The information may be required by a telephone system maintainer.

1. Press **Option**. If **Option** is not shown press to exit the current screen.
2. Press **Self Test**. The a screen of information appears.
3. Press and hold the Test key. The screen lines should all go black and all the phone lamps should come on.
4. Do one of the following:
 - To return to the options menu, press **Done**.
 - To return to the call handling screen, press .

Selecting the Display Mode

See "Display Mode" on page 21.

Default Phone/Erase All Settings

The Erase All option allows you to reset all personalized settings entered through the 2420's Option menus (except contrast level). It also deletes all entries in the phones Call Log and Speed Dial lists.

1. Press **Option**. If **Option** is not shown press to exit the current screen.
2. Press **Erase All**. A message is displayed indicating that the Speed Dial List and Call Log will be erased, and that the User Options will be reset to the factory default values.
3. If you do not want to erase all, do one of the following:
 - To return to the options menu without erasing, press **Cancel**.
 - To return to the call handling screen without erasing, press .
4. To continue with erasing, press **Erase**. You will be asked to confirm the action.
 - If you want to erase all settings, press **Erase again**.
 - To return to the options menu without erasing, press **Cancel**.
 - To return to the call handling screen without erasing, press .

Language

When the 2420 telephone is first installed, it is set to display screen text in English. You can select the language that you would prefer from the following:

- English, German (Deutsch), French (Français), Spanish (Español), Italian (Italiano), Dutch (Nederlands) or Portuguese (Português).
- Note: This does not alter your user language setting on the telephone system.

1. Press **Option**. If **Option** is not shown press to exit the current screen.
2. Press **Language**. A menu listing the available languages appears, with the current language underlined.
3. Press the or key next to the language required. The screen text changes to the language selected.
4. Do one of the following:
 - To save the settings and return to the options menu, press **Save**. You will hear a confirmation tone.
 - To return to the options menu without saving any changes, press **Cancel**.
 - To return to the call handling screen without saving any changes, press .

Automatic Gain Control (AGC)

Automatic Gain Control (AGC) raises the volume when a caller is speaking quietly and lowers the volume when the caller is loud. The 2420 supports AGC for both the handset and the headset if connected.

1. Press **Option**. If **Option** is not shown press to exit the current screen.
2. Press a or key. A menu listing the current settings for the handset and headset appears.
3. To toggle a particular setting between **Yes** and **No**, press the key next to it.
 - Alternatively, press the key next to a call type to underline its current setting and then press **Yes/No** to change the value of the currently underlined setting.
4. Do one of the following:
 - To save the settings and return to the options menu, press **Save**. You will hear a confirmation tone.
 - To return to the options menu without saving any changes, press **Cancel**.
 - To return to the call handling screen without saving any changes, press .

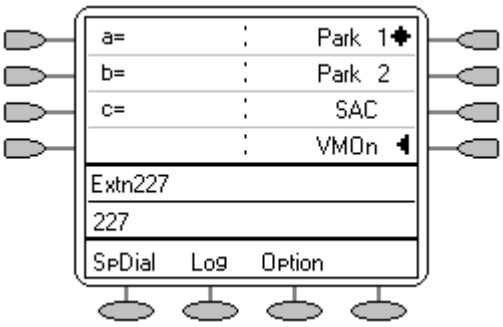
Display Keys

Overview of the Display Keys

The , and keys can be used to access a range of functions. The display adjacent to the key shows the function name.

Some of these functions are default functions supported by all 2420 phones (eg. **SpDial**, **Log** and **Option**). Others are functions programmed by the System Administrator for your telephone system.

The main screen has three pages. This means that the eight and keys on each page can be used for up to 24 functions. To move between pages use the and keys.



In the example above:

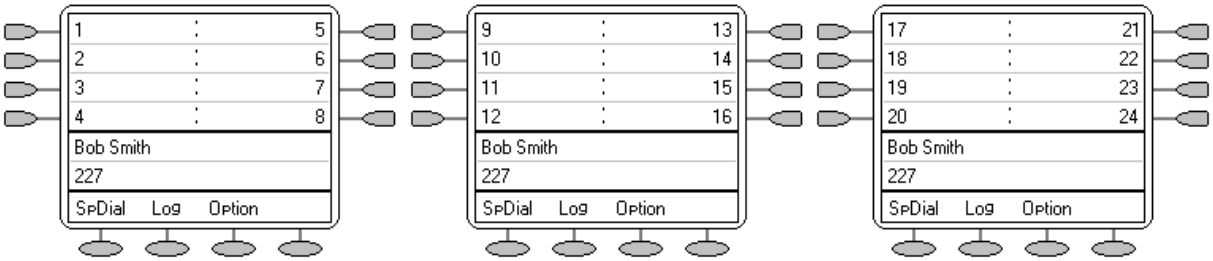
- The first three keys have been set as call appearance lines. See "Call Appearance Keys" on page 4.
- Keys 5 and 6 have been set to monitor system park slots 1 and 2. The ◆ indicates a call is currently parked in slot 1.
- Key 7 has been set to the **SAC** (Send All Calls) function.
- Key 8 has been set to **VMOn**, a function which toggle use of the user's voicemail mailbox on/off. The ◂ indicates that this function is currently on.
- Pressing either or would display the other two pages of programmed functions set for this phone.

Programming Your Own Functions:
If the phone has been setup with the **Admin** function assigned to a display key, you can select and program your own function choices against other keys. See "Display Key Programming" on page 22.

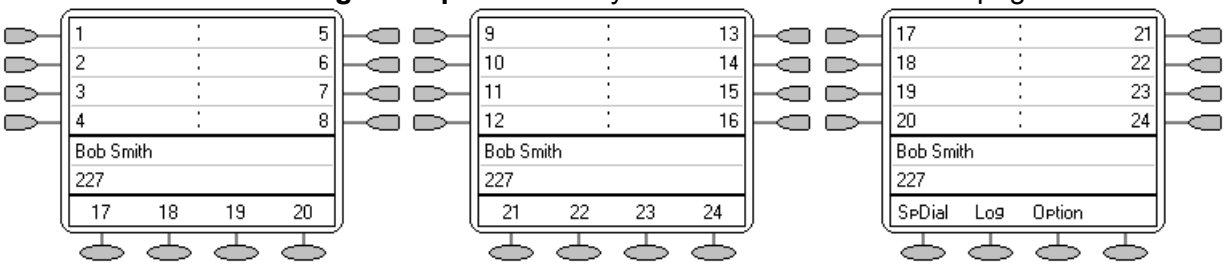
Display Mode

The phone has two display modes. These control the order in which functions are assigned to the display keys. The modes are:

- **Normal Mode:**
 In this mode the 3 pages of ▭ and ▭ keys are ordered sequentially. The ⬭ keys at the base of each page provide the **SpDial**, **Log** and **Option** options.



- **Call Center Mode:**
 In this mode some of the ▭ and ▭ key functions are repeated against the ⬭ keys on the first two screen pages. The ⬭ keys for **SpDial**, **Log** and **Option** are only shown on the third screen page.



<u>To change the Display Mode</u>:

1. Press ⬭ **Option**. If ⬭ **Option** is not shown press ⬭ to exit the current screen.
2. Press ▭ **Display Mode**. A menu showing the current setting appears.
3. To change the current setting, either press the ▭ key next to the setting or press ⬭ **Yes/No**.
4. Do one of the following:
 - To save the settings and return to the options menu, press ⬭ **Save**. You will hear a confirmation tone.
 - To return to the options menu without saving any changes, press ⬭ **Cancel**.
 - To return to the call handling screen without saving any changes, press ⬭.

Display Key Programming

If any of the keys on the phone is programmed with an **Admin** or **Admin 1** function, it allows you to program further functions against other display keys.

The tables below list the user programmable functions. For full details of how each function works see "Display Key Functions" on page 25.

The following table lists those functions programmable via an **Admin** key.

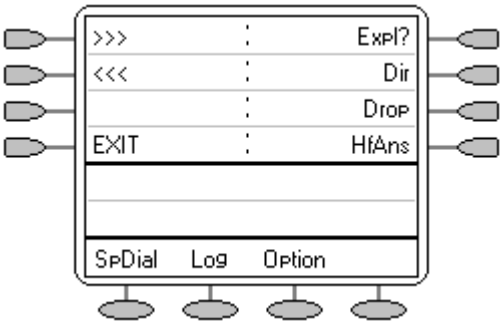
Name	Description	Toggles	Data
Acct	Account Code Entry	No	Optional
AD	Abbreviated Dial	No	Yes
Admin	Self-Administer	No	No
Apear	Call Appearance	No	Optional
AutCB	Automatic Callback	Yes	No
CFrwd	Call Forwarding All	Yes	Optional
CPark	Call Park	Yes	Optional
CPkUp	Call Pickup	No	No
Dir	Directory	No	No
DPkUp	Directed Call Pickup	No	Yes
Drop	Drop	No	No
GrpPg	Group Paging	No	Yes
HdSet	Headset Toggle	Yes	No
HfAns	Internal Auto-Answer	Yes	No
HGNS+	Set Hunt Group Night Service	No	Yes
Park	Call Park to Other Extension	No	Yes
Prog	Abbreviate Dial Program	No	Yes
RngOf	Ringer Off	Yes	No
SAC	Send All Calls	Yes	No
Spres	AD Suppress	Yes	No
Timer	Timer	Yes	No
TmDay	Time of Day	Yes	No

The following table lists those functions programmable via an **Admin 1** key.

Name	Description	Toggles	Data
Park	Park	No	Yes
<User>	User	No	Yes
<Group>	Group	No	Yes
<Number>	Dial	No	Yes
Flash	Hook Flash	No	No

Shorthand Programming Mode

1. Press **Admin** or **Admin 1**. See "Display Key Programming" on page 22.
2. The function selection menu appears. The names down the right-hand side are the functions you can select to assign to a key (except **Expl?**, see below).



 - Pressing **Expl?** switches to longhand programming mode, see "Longhand Programming" on page 24.
3. Use **>>>** and **<<<** to move through the list of functions.
4. When the function required is shown, press the key adjacent to its name.
5. If the function requires some data to be entered, **[** is shown at the bottom of the display. Enter the data using the normal telephone keypad.
6. The upper part of the display reverts to showing the functions currently assigned to each and key.
7. Use the and keys to move between the pages of display keys.
8. Select the display key against which to program the new function by pressing that or key.
 - Do not select the slot used for the **Admin** function. Replacing this function will lock the phone for further programming until reset through the telephone system.
9. If the display slot is not already used, the display shows **BUTTON PROGRAMMED!**. Press the or keys until **EXIT** is shown.
 - Press **EXIT** to end programming.
 - Press **Cont** to continue programming other functions.
10. If the display slot already has a programmed function, the display shows **FEATURE ON BUTTON**. Press the or keys until **Repla**, **Keep** and **Delet** are shown along the right-hand edge of the display.
 - Press **Repla** to replace that existing function with the one just programmed. The display then shows **BUTTON PROGRAMMED!** as above.
 - Press **Keep** to keep the existing function and forget the function just programmed.
 - Press **Delete** to delete the existing function and forget the function just programmed.

Longhand Programming

1. Press **Admin** or **Admin 1**. See "Display Key Programming" on page 22. .
2. Pressing **Expl?** to switch to longhand programming mode.
3. Press **Next** until the required function required is shown, then press **Selct**.
4. If the function requires some data to be entered, **[** is shown at the bottom of the display. Enter the data using the normal telephone keypad.
5. The upper part of the display reverts to showing the functions currently assigned to each and key.
6. Use the and keys to move between the pages of display keys.
7. Select the display key against which to program the new function by pressing that or key.
 - Do not select the slot used for the **Admin** function. Replacing this function will lock the phone for further programming until reset through the telephone system.
8. If the display slot is not already used, the display shows **BUTTON PROGRAMMED!**. Press the or keys until **EXIT** is shown.
 - Press **EXIT** to end programming.
 - Press **Cont** to continue programming other functions.
9. If the display slot already has a programmed function, the display shows **FEATURE ON BUTTON**. Press the or keys until **Repla**, **Keep** and **Delet** are shown along the right-hand edge of the display.
 - Press **Repla** to replace that existing function with the one just programmed. The display then shows **BUTTON PROGRAMMED!** as above.
 - Press **Keep** to keep the existing function and forget the function just programmed.
 - Press **Delete** to delete the existing function and forget the function just programmed.

Display Key Functions

This section lists the functions that can be programmed against and keys.

The shorthand and longhand names are shown. The shorthand name is the name that is displayed next to the programmed key, along with any data programmed for the function.

Those functions marked with a **(!)** can be programmed against a or key by the 2420 user. This programming requires the phone to already have one key assigned to the **Admin** function. See "Display Key Programming" on page 22.

Those functions marked with a (#) can also be programmed against a or key by the 2420 user. This programming requires the phone to already have one key assigned to the **Admin 1** function.

These functions can all be programmed by the System Administrator through the telephone system. The command path is shown, for example:

```
[User | Button Programming | Emulation | Directory].
```

<Number> - Dial (#)

Dial the displayed number.

This function requires entry of the number to dial when programmed. The number is then displayed next to the key. This function can be programmed through the phone by the user using an **Admin 1** key.

Pressing the keys dials the associated number. Pressing the key again ends the call.

```
[User | Button Programming | Dial]
```

See also:

- "AD - Abbreviated Dial (!)" on page 26.
- "Prog - Abbreviated Dial Program (!)" on page 46.

<Group Name> - Group (#)

Answer or clear calls ringing a specific group.

This function requires entry of the group name in quotation marks when programmed. The name is then displayed next to the key. This function can be programmed through the phone by the user using an **Admin 1** key and the group number.

A ◆ symbol appears next to the name and key when calls to that group are ringing. Press the display details of one of those calls and options to drop (**Drop**) the call, answer the call (**Answr**) or exit the group monitor (**EXIT**).

```
[User | Button Programming | Group]
```

<User Name> - User (#)

See the status of a specific user and call that user.

This function requires entry of a user name in quotation marks when programmed. That name is then displayed next to the key. This function can be programmed through the phone by the user using an **Admin 1** key and the user number.

The user name is underlined when the user is busy.

If the System Administrator has setup group monitoring of the same user, pressing the user key when the user is busy on a call displays several options. These are **Drop** (end the user's call), **Listn** (listen to the call), **Aquir** (takeover the call) and **Intru** (join the call).

Pressing the key calls the user. If the user is busy when called, information about their busy state is displayed.

`[User | Button Programming | User]`

Absnt - Set Absent Text

Set the users current absence message setting.

This function is not supported through 2420 display keys.

`[User | Button Programming | Advanced | Set | Set Absent Text]`

Acct - Account Code Entry (!)

Make a call using an account code or enter an account code during a call.

This function can be programmed with or without data. This function can be programmed through the phone by the user using an **Admin** key.

If programmed with data, the account code entered when programmed must match a valid account code set on the telephone system. The **Acct** key displays that number.

If programmed without data, **ENTER ACCOUNT** is displayed after **Acct** is pressed. Enter an account code and press **> Set**.

If the account code entered does not match a valid account code set on the telephone system, **RENTER ACCOUNT** is displayed.

An **Acct** key can be pressed before or during a call.

`[User | Button Programming | Emulation | Account Code Entry]`

AD - Abbreviated Dial (!)

Dial the displayed number.

This function requires entry of a number to dial when programmed. The **AD** key displays that number. This function can be programmed through the phone by the user.

The number does not have to be a complete number, the user can dial additional digits after pressing **AD**. * and # can be entered in the number to match IP Office shortcodes.

`[User | Button Programming | Emulation | Abbreviated Dial]`

See also:

- "<*Number*> - Dial" on page 25.
- "Prog - Abbreviated Dial Program (!)" on page 46.

Admin - Self-Administer (!)

Access menus for programming functions against display keys.

This function can be programmed with or without data. If programmed with a setting of **1**, the key accesses a different set of functions. See "Display Key Programming" on page 22. This function can be programmed through the phone by the user using an existing **Admin** key.

The **Admin** key gives access to the menus for programming functions against and keys.

`[User | Button Programming | Emulation | Self-Administer]`

Apear - Appearance (!)

Add a display line for a call being handled (ringing, answered, on hold, etc) by the user. See "Call Appearance Keys" on page 4.

This function does not require any data entered when programmed. However it is normal to enter some text such as **a=**, **b=** and so on for each call appearance key. This function can be programmed through the phone by the user using an **Admin** key.

`[User | Button Programming | Emulation | Appearance]`

AutCB - Automatic Callback (!)

Sets a callback when free on busy extensions and callback when next used on unanswered extensions.

This function does not require any data entered when programmed. This function can be programmed through the phone by the user using an **Admin** key.

When an extension called does not answer or is busy, pressing **AutCB** sets a callback on that extension. Whilst the callback is set, **AutCB** is shown with a ◂ symbol. Pressing **AutCB** again cancels the callback.

When the extension becomes free or is next used, **Ring Back to** and the number appears on the phone that set the callback. Pressing answers the ringback and starts a call to the callback target.

`[User | Button Programming | Emulation | Automatic Callback]`

See also:

- "RBak- - Cancel Ringback When Free" on page 47.
- "RBSeq - Set Ringback Sequence" on page 47.
- "RBak+ - Ringback When Free" on page 47.

Busy - Busy

Sets the extension as being busy.

This function does not require any data entered when programmed. This function cannot be programmed through the phone by the user.

The **Busy** key sets the extension as busy to callers. If a forward on busy number is set, it is followed. Otherwise calls go to voicemail if on or receive busy tone if internal and ringing if external.

To return the extension from busy, press **Busy** and then .

[User | Button Programming | Advanced | Busy | Busy]

BusyH - Busy On Held

Switch the users busy on held status on/off.

This function requires data entered when programmed. Enter either 0 for off or 1 for on. This function cannot be programmed through the phone by the user.

Pressing **BusyH** switches the user's 'busy on held' state to either on or off as indicated by the data value. When on, if the users has a call on hold, new callers receive busy tone (ringing if analogue) or are diverted to voicemail if enabled, rather than ringing the user. This also overrides call waiting indication when the user has a call on hold.

This function is not supported via 2420 display keys.

[User | Button Programming | Advanced | Busy | Busy On Held]

CFrwd - Call Forwarding All (!)

Switch call forwarding on/off and set the forwarding number.

This function can be programmed with or without a target forwarding number. This function can be programmed through the phone by the user using an **Admin** key.

If programmed with a forwarding number, that number is shown next to **CFrwd**. Pressing **CFrwd** switches on forwarding to that number.

If programmed without a forwarding number, when **CFrwd** is pressed, the user's current forwarding number setting is shown. Change the number using the telephone keypad and **<<<** to backspace. When the number set as required press **Done**.

When call forwarding is on, **CFrwd** is shown with a ◂ symbol and **D** (Diverted) is shown at the top of the display. To switch call forwarding off, press **CFrwd** again.

[User | Button Programming | Emulation | Call Forwarding All]

See also:

- "FwNOn - Forward On No Answer On" on page 36.
- "FwUOn - Forward Unconditional On" on page 36.
- "FwdNo - Forward Number" on page 35.
- "FwdH+ - Forward Hunt Group Calls On" on page 35.

ClrCW - Clear CW

Clears the current connected call and connects any waiting call.

This function does not require any data entered when programmed. This function cannot be programmed through the phone by the user.

Pressing **ClrCW** disconnects the extension's current call and connects any waiting call.

[User | Button Programming | Advanced | Call | Clear CW]

CnfRV - Conference Meet Me

Allows the extension to join a specified conference.

This function requires the conference number to be entered when programmed. That number is then shown next to **CnfRV**. This function cannot be programmed through the phone by the user.

Pressing **CnfRV** places the extension into the specified conference. Note that the number of conference parties allowed at any time is determined by the telephone system.

[User | Button Programming | Advanced | Call | Conference Meet Me]

Conf+ - Conference Add

Places all calls held by the extension into a conference.

This function does not require any data entered when programmed. This function cannot be programmed through the phone by the user.

Pressing **Conf+** places the extension and any calls it has put on hold into a conference. This function will not work if the extension has a current call.

[User | Button Programming | Advanced | Call | Conference Add]

CPark - Call Park (!)

Park the current call.

This function can be programmed with or without data. This function can be programmed through the phone by the user using an **Admin** key.

If programmed with data, the number entered is shown next to the **CPark** key and is the number assigned to the parked call.

If programmed without data, the key displays just **CPark**. Calls parked using this key are is assigned a number based on the parking extensions number. For example, extension 290's first parked call is numbered 2900, its next 2901 if 2900 is still parked and so on. If calls are parked using this key, **CPark** is shown with a ◂ symbol. Pressing the key again displays the user's parked calls and allow them to be retrieved.

If not retrieved elsewhere, a parked call will recall to the parking extension after a set time.

[User | Button Programming | Emulation | Call Park]

See also:

- "Park - Park" on page 43.
- "Park - Call Park to Other Extension (!)" on page 44.
- "Ride - Ride Call" on page 49.

CPkUp - Call Pickup (!)

Answer a call ringing elsewhere on the telephone system.

This function does not require any data entered when programmed. This function can be programmed through the phone by the user using an **Admin** key.

The **CPkUp** call answers (pickup) any call currently ringing on the telephone system.

Note: We recommend that this function is only used on systems with a small number of users all in one area. Use of this function on larger system may lead to confusion.

`[User | Button Programming | Emulation | Call Pickup]`

See also:

- "PickA - Call Pickup Any" on page 45.
- "PickG - Call Pickup Group" on page 45.
- "PickM - Call Pickup Members" on page 45.

CWOff - Call Waiting Off

Switches call waiting for the extension off.

This function does not require any data entered when programmed. This function cannot be programmed through the phone by the user.

The **CWOff** key switches call waiting for the extension off.

`[User | Button Programming | Advanced | Call | Call Waiting Off]`

CWOn - Call Waiting On

Switches call waiting for the extension on/off.

This function does not require any data entered when programmed. This function cannot be programmed through the phone by the user.

The **CWOn** key toggles call waiting on/off. When call waiting is on, **CWOn** is shown with a ◂ symbol. When call waiting is on and the extension is on a call, any additional call receives ringing rather than busy tone.

`[User | Button Programming | Advanced | Call | Call Waiting On]`

CWSus - Call Waiting Suspend

Suspend the current call at the exchange and answer the waiting call.

If no slot number is specified when the function is programmed, exchange slot 0 is used. This function cannot be programmed through the phone by the user.

Pressing **CWSus** is only supported if the exchange provides a Q.931 suspend call facility.

`[User | Button Programming | Advanced | Call | Call Waiting Suspend]`

DCW - Dial CW

Allows the user to force another extension to have call waiting mode on for the duration of a call attempt.

This function requires the target extension number to be entered when programmed. That number is then shown next to **DCW**. This function cannot be programmed through the phone by the user.

Normally, if the target extension is on an call and doesn't have call waiting on, any new call will receive busy tone or be diverted to voicemail. Pressing **DCW** will cause the target extension to receive call waiting indication and allow the caller to hear ringing until answered.

`[User | Button Programming | Advanced | Dial | Dial CW]`

See also:

- "Queue - Call Queue" on page 46.

Dir - Directory (!)

Accesses the telephone system directory.

This function does not require any data entered when programmed. This function can be programmed through the phone by the user using an **Admin** key.

Pressing **Dir** displays a number of options.

- **INDeX** - Search for a matching extension user name on the telephone system.
- **Group** - Search for a matching group name on the telephone system.
- **Extrn** - Search for a name match in the telephone systems directory of external numbers.

`[User | Button Programming | Emulation | Directory]`

Dirct - Dial Direct

Connects a call to the target extension without any ringing.

This function requires the target extension number to be entered when programmed. That number is then shown next to **Dirct**. The target extension must be capable of auto-answering. This function cannot be programmed through the phone by the user.

`[User | Button Programming | Advanced | Dial | Dial Direct]`

DNDOn - Do Not Disturb On

Puts the extension into 'do not disturb' (no calls) mode.

This function does not required any data to be entered when programmed. This function cannot be programmed through the phone by the user.

Pressing **DNDOn** toggles the extension's do not disturb state. When on, **DNDOn** is shown with a ◂ symbol and the display includes an **N** (No calls).

`[User | Button Programming | Advanced | Do Not Disturb | Do Not Disturb On]`

See also:

- "SAC - Send All Calls (!)" on page 50.

DNDOf - Do Not Disturb Off

Takes the extension out of 'do not disturb' (no calls) mode.

This function does not required any data to be entered when programmed. This function cannot be programmed through the phone by the user.

Pressing **DNDOf** switches the extension's do not disturb state off.

`[User | Button Programming | Advanced | Do Not Disturb | Do Not Disturb Off]`

DNDX+ - Do Not Disturb Exception Add

Adds the specified number to the extension's do not disturb exception list.

This function requires entry of the calling number when programmed. That number is then shown next to **DNDX+.** This function cannot be programmed through the phone by the user.

Pressing **DNDX+** adds the set number to the extension's do not disturb exception list. That number can then call the extension and transfer calls to the extension even when the extension is in do not disturb mode.

`[User | Button Programming | Advanced | Do Not Disturb | Do Not Disturb Exception Add]`

DNDX- - Do Not Disturb Exception Delete

Removes the specified number from the extension's do not disturb exception list.

This function requires entry of the calling number when programmed. That number is then shown next to **DNDX-**. This function cannot be programmed through the phone by the user.

Pressing **DNDX-** adds the set number to the extension's do not disturb exception list. That number can then call the extension and transfer calls to the extension even when the extension is in do not disturb mode.

`[User | Button Programming | Advanced | Do Not Disturb | Do Not Disturb Exception Del]`

DPkUp - Directed Call Pickup (!)

Answer a call currently ringing at a specified user or group.

This function requires entry of the target extension or group number. The **DPkUp** key displays that number. This function can be programmed through the phone by the user using an **Admin** key.

When a call is ringing at the extension or group, press **DPkUp** to answer (pick up) that call.

[User | Button Programming | Emulation | Directed Call Pickup]

Drop - Drop (!)

Clears a current calls. Temporarily pauses the ringing of an incoming call.

This function does not require any data entered when programmed. This function can be programmed through the phone by the user using an **Admin** key.

For an incoming call ringing the extension, pressing **Drop** switches off the ringing for a few seconds before ringing again. Note: If the timers for forwarding or diversion to voicemail expire during the silent period, those actions will occur without the call ringing at the extension again.

For a call in progress, pressing **Drop** disconnects the caller.

[User | Button Programming | Emulation | Drop]

DTone - Secondary Dial Tone

Return secondary dial tone to the user.

This function does not require any data entered when programmed. This function cannot be programmed through the phone by the user.

Pressing **DTone** gives the user dial tone. They can then dial the telephone number they require.

This function is not available or supported on all system locales.

[User | Button Programming | Advanced | Dial | Secondary Dial Tone]

Emrgy - Dial Emergency

Dials a specified number regardless of any call barring applied to the user.

This function requires entry of a number to dial when programmed. That number is then shown next to **Emrgy**. This function cannot be programmed through the phone by the user.

[User | Button Programming | Advanced | Dial | Dial Emergency]

Flash - Flash Hook (#)

Send a hook flash signal to the currently connected line.

This function does not require any data entered when programmed. This function cannot be programmed through the phone by the user. This function can be programmed through the phone by the user using an **Admin 1** key.

[User | Button Programming | Advanced | Miscellaneous | Flash Hook]

FolTo - Follow Me To

Forwards calls from this extension to the specified target.

This function requires the target extension to be entered when programmed. The extension number is then shown next to **FolTo**. This function cannot be programmed through the phone by the user.

Pressing **FolTo** sets the extension's Follow Me To number to the specified extension and switches follow me use on. Whilst on, **FolTo** is shown with a ◂ symbol. Press **FolTo** again to switch off.

`[User | Button Programming | Advanced | Follow Me | Follow Me To]`

FwBNo - Forward On Busy Number

Sets the extensions forwarding number for use with forward on busy and forward on no answer.

This feature requires the target number to be entered when programmed. The number set is shown next to **FwBNo**. This function cannot be programmed through the phone by the user.

Pressing **FwBNo** set the extension's forwarding number to that specified by the key pressed.

`[User | Button Programming | Advanced | Forward | Forward On Busy Number]`

FwBOn - Forward On Busy On

Switches the extension to forward on busy on.

This function does not required any data to be entered when programmed. This function cannot be programmed through the phone by the user.

Pressing **FwBOn** toggles the extension's forward on busy state. When on, **FwBOn** is shown with a ◂ symbol. When on, calls are forwarded to the extension's forward on busy number (see "FwBNo - Forward On Busy Number" on page 34).

`[User | Button Programming | Advanced | Forward | Forward On Busy On]`

FwBOf - Forward On Busy Off

Switches the extension to forward on busy off.

This function does not required any data to be entered when programmed. This function cannot be programmed through the phone by the user.

Pressing **FwBOf** switches the extension's use of forward on busy off.

`[User | Button Programming | Advanced | Forward | Forward On Busy Off]`

FwdH+ - Forward Hunt Group Calls On

Switches the extension to forward hunt group calls it receives.

Note: Calls are only forwarded when forward unconditional (see CFrwd - Call Forwarding All (!) or FwUOn - Forward Unconditional On) is also on.

This function does not required any data to be entered when programmed. This function cannot be programmed through the phone by the user.

Pressing **FwdH+** toggles the feature on/off. When on, **FwdH+** is shown with a ◂ symbol.

`[User | Button Programming | Advanced | Forward | Forward Hunt Group Calls On]`

FwdH- - Forward Hunt Group Calls Off

Switches the extension to forward unconditional off.

This function does not required any data to be entered when programmed. This function cannot be programmed through the phone by the user.

Pressing **FwdH-** switches the extension's use of forward hunt group calls off.

`[User | Button Programming | Advanced | Forward | Forward Hunt Group Calls Off]`

FwdNo - Forward Number

Sets the extension's forwarding number for use when forwarding all calls.

This feature requires the target number to be entered when programmed. The number set is shown next to **FwdNo**. This function cannot be programmed through the phone by the user.

Pressing **FwdNo** set the extension's forwarding number to that specified by the key pressed.

`[User | Button Programming | Advanced | Forward | Forward Number]`

FwdOf - Cancel All Forwarding

Switch off all call forwarding.

This function does not require any data entered when programmed. This function cannot be programmed through the phone by the user.

Pressing **FwdOf** switches off all the extensions call forwarding options. It does not delete the forwarding number settings.

`[User | Button Programming | Advanced | Call | Cancel All Forwarding]`

FwNOn - Forward On No Answer On

Switches the extension to forward on no answer on.

This function does not required any data to be entered when programmed. This function cannot be programmed through the phone by the user.

Pressing **FwNOn** toggles the extension's forward on no answer state. When on, **FwNOn** is shown with a ◂ symbol. When on, calls are forwarded to the extension's forward on busy number (see "FwBNo - Forward On Busy Number" on page 34).

[User | Button Programming | Advanced | Forward | Forward On No Answer On]

FwNOf - Forward On No Answer Off

Switches the extension to forward on no answer off.

This function does not required any data to be entered when programmed. This function cannot be programmed through the phone by the user.

Pressing **FwNOf** switches the extension's use of forward on no answer off.

[User | Button Programming | Advanced | Forward | Forward On No Answer Off]

FwUOn - Forward Unconditional On

Switches the extension to forward all its calls except hunt group calls.

This function does not required any data to be entered when programmed. This function cannot be programmed through the phone by the user.

Pressing **FwUOn** toggles the extension's forward on busy state. When on, **FwUOn** is shown with a ◂ symbol and the display includes an **D**. When on, calls are forwarded to the extension's forward number.

[User | Button Programming | Advanced | Forward | Forward Unconditional On]

FwUOf - Forward Unconditional Off

Switches the extension to forward unconditional off.

This function does not required any data to be entered when programmed. This function cannot be programmed through the phone by the user.

Pressing **FwUOf** switches the extension's use of forward unconditional off.

[User | Button Programming | Advanced | Forward | Forward Unconditional Off]

GrpPg - Group Paging (!)

This function requires entry of a target extension or group number when programmed. The **GrpPg** key displays that number. This function can be programmed through the phone by the user using an **Admin** key.

When **GrpPg** is pressed, it will make a paging call to that number.

[User | Button Programming | Emulation | Group Paging]

HdSet - Headset Toggle (!)

This function does not require any data entered when programmed. This function can be programmed through the phone by the user using an **Admin** key.

The programmed key will then switch the phone between handset and headset operation. When on, **HdSet** is shown on a dark background.

There is no linkage between a programmed **HdSet** key and the phone's **HEADSET** key.

[User | Button Programming | Advanced | Miscellaneous | Headset Toggle]

Here- - Follow Me Here Cancel

If another extension has follow me set to this extension, switches off the follow me action.

This function requires the original target extension to be entered when programmed. The extension number is then shown next to **Here-**. This function cannot be programmed through the phone by the user.

Pressing **Here-** cancels the use of follow me at the target extension

[User | Button Programming | Advanced | Follow Me | Follow Me Here Cancel]

Here+ - Follow Me Here

Forwards calls to the target extension to this extension.

This function requires the original target extension to be entered when programmed. The extension number is then shown next to **Here+**. This function cannot be programmed through the phone by the user.

Pressing **Here+** sets the target extension's Follow Me To number to that this extension. Calls to the target extension are then forwarded to this extension.

[User | Button Programming | Advanced | Follow Me | Follow Me Here]

HfAns - Internal Auto-Answer (!)

Answers internal calls after a single ring.

This function does not require any data entered when programmed. This function can be programmed through the phone by the user using an **Admin** key.

The **HfAns** key toggles internal auto-answer on/off. When on, **HfAns** is shown with a ◂ symbol.

`[User | Button Programming | Emulation | Internal Auto Answer]`

See also:

- "RngOf - Ringer Off (!)" on page 50.
- "CWOn - Call Waiting On" on page 30.

HGEna - Hunt Group Enable

Sets the extension's group membership as enabled.

This function does not required any data to be entered when programmed. This function cannot be programmed through the phone by the user.

Pressing **HGEna** enables the extension's group memberships. This applies to all group of which the extension is set as a member. When enabled, **G** is shown at the top of the display and the extension will receive group calls.

`[User | Button Programming | Advanced | Hunt Group | Hunt Group Enable]`

HGDis - Hunt Group Disable

Sets the extension's group membership as disabled.

This function does not required any data to be entered when programmed. This function cannot be programmed through the phone by the user.

Pressing **HGDis** disables the extension's group memberships. This applies to all group of which the extension is set as a member.

`[User | Button Programming | Advanced | Hunt Group | Hunt Group Disable]`

HGNS+ - Set Hunt Group Night Service (!)

Put a specific hunt group into night service mode.

This function requires the hunt group number to be entered when programmed. The hunt group number is then shown next to **HGNS+**. This function can be programmed through the phone by the user using an **Admin** key.

Pressing **HGNS+** puts the hunt group into night service. Group calls then go to its night service fallback group if set or, if not answered, to voicemail.

`[User | Button Programming | Advanced | Set | Set Hunt Group In Service]`

HGNS- - Clear Hunt Group Night Service

Returns a hunt group that has been manually put into night service back to normal service.

This function requires that the hunt group number is entered when programmed. This function cannot be programmed through the phone by the user.

The hunt group number is shown next **HGNS-**. Pressing **HGNS-** puts the group back into normal service if in night service.

`[User | Button Programming | Advanced | Call | Clear Hunt Group Night Service]`

HGOS+ - Set Hunt Group Out of Service

Put a specific hunt group out of service mode.

This function requires the hunt group number to be entered when programmed. The hunt group number is then shown next to **HGOS+**. This function cannot be programmed through the phone by the user.

Pressing **HGOS+** puts the hunt group out of service. Group calls then go to its out of service fallback group if set or, if not answered, to voicemail.

`[User | Button Programming | Advanced | Set | Set Hunt Group Out Service]`

HGOS- - Clear Hunt Group Out of Service

Returns a hunt group that has been manually put into out of service back to normal service.

This function requires that the hunt group number is entered when programmed. This function cannot be programmed through the phone by the user.

The hunt group number is shown next **HGOS-**. Pressing **HGOS-** puts the group back into normal service if in night service.

`[User | Button Programming | Advanced | Call | Clear Hunt Group Out Of Service]`

Hold - Hold Call

Place the current call on hold at the exchange.

If no exchange slot number is specified when the function is programmed, exchange slot 0 is used. This function cannot be programmed through the phone by the user.

Pressing **Hold** is only supported if the exchange provides a Q.931 hold facility. It is not the same as local hold provided by the telephone system.

`[User | Button Programming | Advanced | Hold | Hold Call]`

See also:

- "Rtriv - Retrieve Call" on page 49.

HoldCW - Hold Call Waiting

Place the current call on hold and connects any call waiting.

This function does not required any data to be entered when programmed. This function cannot be programmed through the phone by the user.

Pressing **HoldCW** places the current call on hold and connects any call waiting without any ringing.

`[User | Button Programming | Advanced | Hold | Hold CW]`

IAuto - Automatic Intercom

Connects call to the extension without ringing.

This function requires entry of an extension number when programmed. The target extension must be support handsfree operation. This function cannot be programmed through the phone by the user.

Press **IAuto** connects the call without any ringing at the remote extension. If the target extension is busy or not available, the call will follow any forwarding or diversion to voicemail set.

`[User | Button Programming | Emulation | Automatic Intercom]`

ICSeq - Set Inside Call Sequence

Sets the ringing pattern (sequence) used for internal calls. Not supported by the 2420.

This function requires the ringing pattern (0 to 9) to be entered when programmed. The number is shown next to **ICSeq**. This function cannot be programmed through the phone by the user.

Pressing **ICSeq** changes the extension's ringback ringing pattern.

`[User | Button Programming | Advanced | Set | Set Inside Call Seq]`

See also: OCSeq - Set Outside Call Sequence and RBSeq - Set Ringback Sequence.

IDial - Dial Intercom

The same as IAuto - Automatic Intercom" on page 40. This function cannot be programmed through the phone by the user.

`[User | Button Programming | Emulation | Dial Intercom]`

Inclu - Dial Inclusion

Intrudes on a call in progress at the target extension. This function is currently not supported on the 2420.

This function requires entry of the target extension number when programmed. The **Inclu** key shows the target extension number. This function cannot be programmed through the phone by the user.

Pressing **Inclu** intrudes on the call in progress. The intruding user and target extension can then talk but cannot be heard by the other party. When the intruder hangs-up the original call parties are reconnected.

Note: That the System Administrator must configure the intruding extension as being able to intrude. Additionally none of the other extensions involved in the call can have "Cannot be intruded on" status.

`[User | Button Programming | Advanced | Dial | Dial Inclusion]`

Intru - Call Intrude

Intrudes on a call in progress at the target extension, creating a conference between the callers and the intruding extension.

This function requires entry of the target extension number when programmed. The **Intru** key shows the target extension number. This function cannot be programmed through the phone by the user.

Pressing **Intru** intrudes on the call in progress.

Note: That the System Administrator must configure the intruding extension as being able to intrude. Additionally none of the other extensions involved in the call can have "Cannot be intruded on" status.

`[User | Button Programming | Advanced | Call | Call Intrude]`

Listn - Call Listen

Allow the extension to listen to groups calls to the target extension. The call parties cannot hear the listening extension.

This function requires entry of the target extension number when programmed. This function cannot be programmed through the phone by the user.

The **Listn** key shows the target extension number.

Use of this function requires setup of the extension's monitor group by the System Administrator. This function requires the telephone system to have some free conference capacity when invoked.

[User | Button Programming | Advanced | Call | Call Listen]

See also:

- "Intru - Call Intrude" on page 41.
- "Recor - Call Record" on page 48.
- "Steal - Call Steal" on page 51.

Login - Extn Login

This function is not supported on 2420 display keys.

[User | Button Programming | Advanced | Extn | Extn Login]

Logof - Extn Logout

Logs the current user off the extension.

This function does not required any data to be entered when programmed. This function cannot be programmed through the phone by the user.

Pressing **Logof** logs the current user off the extension. A new user must then log on to use the extension or dial ***36** to re-associate the extension with its default user.

[User | Button Programming | Advanced | Extn | Extn Logout]

Music - Hold Music

Plays the telephone system's music on hold.

This function does not required any data to be entered when programmed. This function cannot be programmed through the phone by the user.

Pressing **Music** plays the telephone system's music on hold through the extension.

[User | Button Programming | Advanced | Hold | Hold Music]

NATim - Set No Answer Time

Sets the extension's no answer time after which ringing calls are forwarded or go to voicemail.

This function requires the time in seconds to be entered when programmed. The value is shown next to **NATim**. This function cannot be programmed through the phone by the user.

Pressing **NATim** sets the extension's busy wrap up time to the indicated number of seconds. This time is used to set a delay between ending one call and the next call ringing the extension (the waiting call may be indicated on the display however).

`[User | Button Programming | Advanced | Set | Set No Answer Time]`

See also:

- "WUTim - Set Wrap Up Time" on page 53.

OCSeq - Set Outside Call Sequence

Sets the ringing pattern (sequence) used for internal calls. Not supported by the 2420.

This function requires the ringing pattern (0 to 9) to be entered when programmed. The number is shown next to **OCSeq**. This function cannot be programmed through the phone by the user.

Pressing **OCSeq** changes the extension's ringback ringing pattern.

`[User | Button Programming | Advanced | Set | Set Outside Call Seq]`

See also:

- "ICSeq - Set Inside Call Sequence" on page 41.
- "RBSeq - Set Ringback Sequence" on page 47.

Page - Page

Page the specified target extension or group. The target must be capable of hands-free speech.

This function requires the target extension or group number to be specified when programmed. The target is then shown next to **Page**. This function cannot be programmed through the phone by the user.

`[User | Button Programming | Advanced | Dial | Dial Paging]`

See also:

- "GrpPg - Group Paging (!)" on page 37.

Park - Park (#)

Park and unpark calls to and from a specific park slot.

This function requires entry of a park slot number when programmed. That number and **Park** then appears next to the key. This function can be programmed through the phone by the user using an **Admin 1** key.

The user can use the key to park calls into that park slot and unpark calls from that slot.

When a call is parked in that park slot (by any user), a ◆ symbol appears next to the key.

`[User | Button Programming | Park]`

See also:

- "CPark - Call Park (!)" on page 29.
- "Park - Call Park to Other Extension (!)" on page 44.
- "Ride - Ride Call" on page 49.

Park - Call Park to Other Extension (!)

This function requires entry of a target extension number when programmed. The **Park** key displays that number. This function can be programmed through the phone by the user using an **Admin** key.

If after answering a call, **Park** is pressed, the call will be parked and, depending on the extension type, the target extension's parked call indication triggered.

The parked call is assigned a number based on the parking extensions number. For example, extension 290's first parked call is numbered 2900, its next 2901 if 2900 is still parked and so on.

If not retrieved elsewhere, a parked call will recall to the parking extension after a set time.

[User | Button Programming | Emulation | Call Park to Other Extension]

See also:

- "CPark - Call Park (!)" on page 29.
- "Park - Park" on page 43.
- "Ride - Ride Call" on page 49.

PCall - Priority Call

Call a specified target extension even if that extension is set to 'Do not Disturb'.

This function requires the target extension number to be specified when programmed. The target extension is then shown next to **PCall**. This function cannot be programmed through the phone by the user.

[User | Button Programming | Advanced | Call | Priority Call]

PhyEx - Dial Physical Extension by Number

Dial a specified extension regardless of the current logged on user at that extension and any forwarding, follow me and do not disturb settings applied by the extension user.

This function requires the target extension number to be specified when programmed. The target extension is then shown next to **PhyEx**. This function cannot be programmed through the phone by the user.

This function is currently only available on US based systems.

[User | Button Programming | Dial | Dial Physical Extension by Number]

PickA - Call Pickup Any

Pickup any ringing call.

This function does not require any data entered when programmed. This function cannot be programmed through the phone by the user.

Pressing **PickA** answers any call currently ringing on the telephone system.

Note: We recommend that this function is only used on systems with a small number of users all in one area. Use of this function on larger system may lead to confusion.

`[User | Button Programming | Advanced | Call | Call Pick Up Any]`

See also:

- "CPkUp - Call Pickup (!)" on page 30.
- "DPkUp - Directed Call Pickup (!)" on page 33.

PickG - Call Pickup Group

Pickup any ringing call to a group of which the extension is a member.

This function does not require any data entered when programmed. This function cannot be programmed through the phone by the user.

Pressing **PickG** answers any call currently ringing a group of which the extension is a member.

`[User | Button Programming | Advanced | Call | Call Pick Up Group]`

See also:

- "CPkUp - Call Pickup (!)" on page 30.
- "DPkUp - Directed Call Pickup (!)" on page 33.

PickM - Call Pickup Members

Pickup any call ringing an extension that is a member of the specified group.

This function requires entry of the target group number when programmed or the group name in quotation marks. This function cannot be programmed through the phone by the user.

Pressing **PickM** answers any call currently ringing a member of the specified group. The call does not have to be a call to the group number.

`[User | Button Programming | Advanced | Call | Call Pickup Members]`

See also:

- "CPkUp - Call Pickup (!)" on page 30.
- "DPkUp - Directed Call Pickup (!)" on page 33.

Prog - Abbreviated Dial Program (!)

Select and program numbers against display keys.

This function can be programmed through the phone by the user using an **Admin** key.

`[User | Button Programming | Emulation | Abbreviated Dial Program]`

See also:

- "<*Number*> - Dial" on page 25.
- "AD - Abbreviated Dial (!)" on page 26.

Quota - Clear Quota

Clears (resets) the time quota for connections to a specified external data service (eg. the internet).

This function requires entry of the service name when programmed. If left blank then the quotas for all services are cleared (reset). This function cannot be programmed through the phone by the user.

`[User | Button Programming | Advanced | Call | Clear Quota]`

Queue - Call Queue

Places a current call into the call queue of a specified extension. Allows calls to be transferred to extensions that return busy tone.

This function requires entry of a target extension number when programmed. This function cannot be programmed through the phone by the user.

During a call, pressing **Queue** places that call in the target extensions call queue. If the target extension is free, it rings immediately. If the target extension is busy, it rings when it becomes free again.

`[User | Button Programming | Advanced | Call | Call Queue]`

See also:

- "DCW - Dial CW" on page 31.

RBak+ - Ringback When Free

Sets a callback when free on busy extensions and callback when next used on unanswered extensions.

This function does not require any data entered when programmed. This function cannot be programmed through the phone by the user.

When an extension called does not answer or is busy, pressing **AutCB** sets a callback on that extension. Whilst the callback is set, **AutCB** is shown with a ◂ symbol. Pressing **AutCB** again cancels the callback.

When the extension becomes free or is next used, **Ring Back to** and the number appears on the phone that set the callback. Pressing answers the ringback and starts a call to the callback target.

`[User | Button Programming | Advanced | Miscellaneous | Ringback When Free]`

See also:

- "AutCB - Automatic Callback (!)" on page 27.

RBak- - Cancel Ringback When Free

Cancels any set ringback when free function.

This function does not require any data entered when programmed. This function cannot be programmed through the phone by the user.

Pressing **RBak-** switches off any set ring back when free. If the ringback was set using a **AutCB** key, that key will still appear with a ◂ symbol that can be cancelled by pressing the **AutCB** key again.

`[User | Button Programming | Advanced | Miscellaneous | Cancel Ringback When Free]`

RBSeq - Set Ringback Sequence

Sets the ringing pattern (sequence) used for voicemail and ringback calls. Not supported by the 2420.

This function requires the ringing pattern (0 to 9) to be entered when programmed. The number is shown next to **RBSeq**. This function cannot be programmed through the phone by the user.

Pressing **RBSeq** changes the extension's ringback ringing pattern.

`[User | Button Programming | Advanced | Set Ringback Seq]`

See also:

- "ICSeq - Set Inside Call Sequence" on page 41.
- "OCSeq - Set Outside Call Sequence" on page 43.

Recor - Call Record

Records the current call at the specified target extension.

This function requires entry of a target extension number when programmed. This function cannot be programmed through the phone by the user.

When **Recor** is pressed, the target extensions current call is recorded into their voicemail mailbox.

Note: This function requires Voicemail Pro to be installed. If advice of call recording is enabled, the call parties will hear a warning before the recording takes place. In some locations it may be a legal requirement to advise callers that a call is being recorded.

[User | Button Programming | Advanced | Call | Call Record]

See also:

- "Intru - Call Intrude" on page 41.
- "Listn - Call Listen" on page 42.
- "Steal - Call Steal" on page 51.

Relay - Relay Pulse

Pulse the specified external output relay (1 or 2) on for 5 seconds.

This function requires the relay switch (1 or 2) on the telephone system to be entered when programmed. This function cannot be programmed through the phone by the user.

Pressing **Relay** switches the specified relay on for 5 seconds and then off.

[User | Button Programming | Advanced | Relay | Relay Pulse]

Rely+ - Relay On

Switch the specified external output relay (1 or 2) on.

This function requires the relay switch (1 or 2) on the telephone system to be entered when programmed. This function cannot be programmed through the phone by the user.

Pressing **Relay** switches the specified relay on.

[User | Button Programming | Advanced | Relay | Relay On]

Rely- - Relay Off

Switch the specified external output relay (1 or 2) off.

This function requires the relay switch (1 or 2) on the telephone system to be entered when programmed. This function cannot be programmed through the phone by the user.

Pressing **Relay** switches the specified relay off.

[User | Button Programming | Advanced | Relay | Relay Off]

Resum - Resume Call

Resume a call previously suspended into a specified ISDN exchange slot.

This function requires the exchange slot number to be specified when programmed. The slot number is then shown next to **Resum**. This function cannot be programmed through the phone by the user.

Pressing **Resum** resumes any call previous suspended into the specified exchange slot. Suspended calls can be resumed by any extension.

[User | Button Programming | Advanced | Call | Resume Call]

See also:

- "Suspe - Suspend Call" on page 51.
- "SusCW - Suspend CW" on page 51.

Rtriv - Retrieve Call

Retrieve a call previously held into a specified ISDN exchange slot.

This function requires the exchange slot number to be specified when programmed. The slot number is then shown next to **Rtriv**. This function cannot be programmed through the phone by the user.

Pressing **Rtriv** retrieves any call previous held into the specified exchange slot. Held calls can only be retrieved by the extension that put the call on exchange hold.

[User | Button Programming | Advanced | Call | Retrieve Call]

See also:

- "Hold - Hold Call" on page 40.

Ride - Ride Call

Unpark a parked call from a specified system park slot.

This function requires the park slot number to be specified when programmed. The slot number is then shown next to **Ride**. This function cannot be programmed through the phone by the user.

Pressing **Ride** unparks any call previously parked into the specified system park slot by the same or another extension.

[User | Button Programming | Advanced | Call | Ride Call]

See also:

- "Park - Park" on page 43.
- "CPark - Call Park (!)" on page 29.
- "Park - Call Park to Other Extension (!)" on page 44.

RngOf - Ringer Off (!)

Switch the phones audible ringer on/off.

This function does not require any data entered when programmed. This function can be programmed through the phone by the user using an **Admin** key.

The programmed **RngOf** key toggles the phones call ringer on/off. When off, **RngOf** is shown with a ◂ symbol.

`[User | Button Programming | Emulation | Ringer Off]`

See also:

- "CWOn - Call Waiting On" on page 30.
- "HfAns - Internal Auto-Answer (!)" on page 38.

SAC - Send All Calls (!)

Switch do not disturb on/off.

This function does not require any data entered when programmed. This function can be programmed through the phone by the user using an **Admin** key.

The **SAC** key switches "do not disturb" on/off. When on, **SAC** is shown with a ◂ symbol and the display includes an **N** (No calls).

When **SAC** is on, callers receive busy tone or are diverted to voicemail. For each user the System Administrator can set which numbers can still call when **SAC** is on. If the extension user has Phone Manager, they can set those numbers themselves.

`[User | Button Programming | Emulation | Send All Calls]`

See also:

- "DNDOn - Do Not Disturb On" on page 32.

Spres - AD Suppress (!)

Replace the display of dialed digits with **s** characters.

This function does not require any data entered when programmed. This function can be programmed through the phone by the user using an **Admin** key.

The programmed **Spres** key toggles the display of dialed digits on/off. When on, **Spres** is shown with a ◂ symbol and dialed digits are replaced by **s** on the display.

`[User | Button Programming | Emulation | AD Suppress]`

Steal - Call Steal

Take over a call from a specified extension or retrieve a call just transferred or forwarded. This function cannot be programmed through the phone by the user.

If a target extension number is entered when this function is programmed, **Steal** displays that number. Pressing **Steal** when the target extension has a call will take over the call.

If no target extension number is entered when the function is programmed, **Steal** retrieves the last calls transferred from the extension. This includes calls diverted to voicemail.

`[User | Button Programming | Advanced | Call | Call Steal]`

SusCW - Suspend CW

Suspend the current call at the exchange and answer the waiting call.

If no exchange slot number is specified when the function is programmed, exchange slot 0 is used. This function cannot be programmed through the phone by the user.

Pressing **SusCW** is only supported if the exchange provides a Q.931 suspend call facility.

`[User | Button Programming | Advanced | Suspend | Suspend CW]`

See also:

- "Resum - Resume Call" on page 49.

Suspe - Suspend Call

Suspend the current call at the exchange.

If no exchange slot number is specified when the function is programmed, exchange slot 0 is used. This function cannot be programmed through the phone by the user.

Pressing **Suspe** is only supported if the exchange provides a Q.931 suspend call facility.

`[User | Button Programming | Advanced | Suspend | Suspend Call]`

See also:

- "Resum - Resume Call" on page 49.

Timer - Timer (!)

Starts a timer on the phone's display.

This function does not require any data entered when programmed. This function can be programmed through the phone by the user using an **Admin** key.

The timer is reset for each new call made or answered. When timer mode is selected, a ◂ is shown next to **Timer**.

`[User | Button Programming | Emulation | Timer]`

TmDay - Time of Day (!)

Replaces the user name and number details on the phone display with the date and time.

This function does not require any data entered when programmed. This function can be programmed through the phone by the user using an **Admin** key.

When time and date mode is selected, a ◂ is shown next to **TMDay**.

`[User | Button Programming | Emulation | Time of Day]`

Toggl - Toggle Calls

Cycle through each of the extension user's current held calls.

This function does not require any data entered when programmed. This function cannot be programmed through the phone by the user.

Pressing **Toggl** puts the user's current call on hold and connects a previously held call.

`[User | Button Programming | Advanced | Call | Toggle Calls]`

VMRB- - Voicemail Ringback Off

Switches voicemail ringback for the extension off.

This function does not require any data entered when programmed. This function cannot be programmed through the phone by the user.

The **VMRB-** key switches voicemail ringback for the extension off.

`[User | Button Programming | Advanced | Voicemail | Voicemail Ringback Off]`

VMRB+ - Voicemail Ringback On

Switches voicemail ringback for the extension on/off.

This function does not require any data entered when programmed. This function cannot be programmed through the phone by the user.

The **VMRB+** key toggles voicemail ringback for the extension on/off. When on, **VMRB+** is shown with a ◂ symbol and the extension is called when new messages are left in its mailbox.

`[User | Button Programming | Advanced | Voicemail | Voicemail Ringback On]`

VMCol - Voicemail Collect

Accesses a specified voicemail mailbox to collect or leave messages.

This function requires entry of the target mailbox name prefixed by either ? to collect messages or # to leave a message. If just ? or # is entered then the calling extension's mailbox is assumed. This function cannot be programmed through the phone by the user.

The **VMCol** key appears followed by the mailbox name.

`[User | Button Programming | Advanced | Voicemail | Voicemail Collect]`

VMOff - Voicemail Off

Switches voicemail for the extension off.

This function does not require any data entered when programmed. This function cannot be programmed through the phone by the user.

The **VMOff** key switches voicemail operation for the extension off.

`[User | Button Programming | Advanced | Voicemail | Voicemail Off]`

VMOn - Voicemail On

Switches voicemail for the extension on/off.

This function does not require any data entered when programmed. This function cannot be programmed through the phone by the user.

The **VMOn** key toggles voicemail operation for the extension on/off. When voicemail is on, **VMOn** is shown with a ◂ symbol.

`[User | Button Programming | Advanced | Voicemail | Voicemail On]`

WUTim - Set Wrap Up Time

Sets the extension's busy wrap up time to be inserted between calls.

This function requires the time in seconds to be entered when programmed. The value is shown next to **WUTim**. This function cannot be programmed through the phone by the user.

Pressing **WUTim** sets the extension's busy wrap up time to the indicated number of seconds. This time is used to set a delay between ending one call and the next call ringing the extension (the waiting call may be indicated on the display however).

`[User | Button Programming | Advanced | Set | Set Wrap Up Time]`

See also:

- "NATim - Set No Answer Time" on page 43.

System Features

Introduction

As well as your phones specific features, you can access a number of system features by dialing short codes.

These instructions are for the system's default configuration. They assume that you are using the default feature codes. It also assumes that you have full access to all features and the public telephone network

Making Calls

Internal Calls: To make a call to another extension, simply dial the number. If the number is busy, you can use *Ring Back When Free* as below:

1. Dial any digit and hang up.
2. When the extension you called is free, your phone will ring (a burst of three rings).
3. Lift the handset and the extension is called automatically.

External calls: To make an external call, either dial the number (prefixed by the access code if required) or use a *speed dial* code (contact your system manager for a list of your speed codes).

If you hear busy tone while dialing, then the call may be barred. Your system manager can bar certain calls, such as those to premium rate numbers and international calls

Answering Calls

Ringing at your own extension: Simply pick up the handset; internal calls have a single ring cadence, external calls have a double ring cadence. When in headset mode, press the button associated with the alerting call.

Ringing at another extension: You can answer from your own phone by using *Call Pick-Up*; lift your handset and dial:

- ***30** to answer a call ringing anywhere.
- ***31** to answer a call within your group.
- ***32*201#** to answer the call for a particular extension, in this example 201.

Note that if your phone rings for any longer than a specified period (15 seconds in default), any re-direction feature that you have activated, such as voicemail or call forwarding, will come into effect.

Call Waiting

Call Waiting tells you if another call arrives while you are already making a call by providing call waiting tone. If you hear the call waiting tone, either end your current call or put the caller on hold. The waiting call should then ring.

To turn call waiting on use the code ***15**; to turn it off use ***16**.

Call Forwarding

Your calls can be forwarded to another extension or an external number either when you are away from your desk (on no answer), when your extension is busy, and all calls (for example when you go on holiday).

- To switch forward direct station (i.e. not Hunt Group) calls on dial ***01**, to switch it off dial ***02**.
- To switch forward on busy on dial ***03**, to switch it off dial ***04**.
- To switch forward on no answer on dial ***05**, to switch it off dial ***06**.
- To set the number to which your calls are forwarded dial ***07*201#**, forwarding to 201 in this example.

Diverting Calls

You can divert your calls to another extension. In the examples below ***N*** is the extension to which you want your calls diverted. Note that, if you do not answer calls at the temporary extension, they are forwarded to your own voicemail or call forwarding number.

At another extension:

- ***12****N*****#** from the extension you are temporarily using.
- ***13****N*****#** to re-direct the calls back to your own extension, before you return to it.

At your own extension:

- ***14****N*****#** from your own extension.
- ***14*#** to cancel either feature from your own extension.

Do Not Disturb

You may choose to receive no calls at all or only those from particular callers on your exceptions list:

- To switch Do Not Disturb on (with or without exceptions) dial ***08**, to switch it off dial ***09**.
- ***10*N#** to add a number to the exception list.
- ***11*N#** to delete a number from the exception list.

Note: Your callers, other than your exceptions, either hear busy tone or are re-directed to your voicemail.

Voicemail

Note that not all systems support voicemail or have voicemail installed.

- To switch voicemail on dial ***18**, to switch it off dial ***19**.
- To retrieve your voicemail, use the code ***17**.

Note also that your voicemail may be set up to deliver your messages by calling you whenever you hang up: this feature is known as Voicemail Ringback.

- To turn Voicemail Ringback on dial ***48**; to turn it off dial ***49**.

Dialing a number while listening to your messages invokes further facilities:

Once messages have been delivered, they are held on the system for 24 hours.

You can collect your voicemail from another extension by using the PIN your System Administrator has set up for you. You can collect your messages if you are out of the office, by either dialing from a number that has been registered for the purpose or by dialing your extension number and PIN when prompted. If validation is successful, then dial **1** to retrieve your mail.

The System Administrator also specifies the reception number, to which the call is diverted if the caller dials **0**, and your email address if your voicemail and email are integrated.

Default Feature Codes

The following are the normal default feature codes available to all users. Your System Administrator may add additional codes for other features and for speed dials.

The N where shown, should be replaced by the appropriate number. For example, with *07*N#, replace N with the extension to which you want your calls forwarded when you have forwarding switched on.

*01	Forward Unconditionally On
*02	Forward Unconditionally Off
*03	Forward on Busy On
*04	Forward on Busy Off
*05	Forward on No Answer On
*06	Forward on No Answer Off
*07*N#	Forward to number
*08	Do Not Disturb On
*09	Do Not Disturb Off
*10*N#	Do Not Disturb Exception Add
*11*N#	Do Not Disturb Exception Delete
*12*N#	Follow Me Here
*13*N#	Follow Me Here Cancel
*14*N#	Follow Me To

*15	Call Waiting On
*16	Call Waiting Off
*17	Voicemail Collect
*18	Voicemail On
*19	Voicemail Off
*26	Clear Call Waiting
*27*N#	Hold Call Waiting
*30	Call Pick Up Any
*31	Call Pick Up Group
*32*N#	Call Pick Up Extension
*33*N#	Call Queue
*48	Voicemail Ringback On
*49	Voicemail Ringback Off
*57*N#	Forward on busy number

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